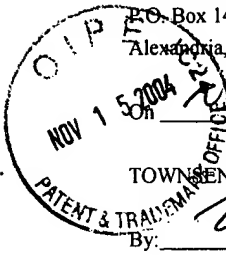


I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to:

PATENT  
Attorney Docket No.: 020366-077710US  
Client Reference No.: 1777C

2151  
JFW

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450



On November 9, 2004

TOWNSEND and TOWNSEND and CREW LLP

By: [Signature]

Mark T. Davis

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

CERAMI et al.

Application No.: 09/921,275

Filed: August 1, 2001

For: PROACTIVE SERVICE REQUEST  
MANAGEMENT AND  
MEASUREMENT

Examiner: Not Yet Assigned

Art Unit: 2151

SUPPLEMENTAL INFORMATION  
DISCLOSURE STATEMENT UNDER 37  
CFR §1.97 and §1.98

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The references cited on attached form PTO/SB/08A are being called to the attention of the Examiner. In accordance with 37 CFR §1.98(d), copies of the references can be found in Application No. 09/921,294, filed August 1, 2001 (Attorney Docket No. 020366-077410US) and Application No. 09/921,276, filed on August 1, 2001 (Attorney Docket No. 020366-077510US) and Application No. 09/921,283, filed August 1, 2001 (Attorney Docket No.

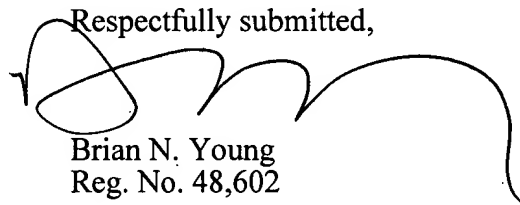
020366-077610US) and Application No. 09/921,274, filed August 1, 2001 (Attorney Docket No. 020366-077810US).

It is respectfully requested that the cited references be expressly considered during the prosecution of this application, and the references be made of record therein and appear among the "references cited" on any patent to issue therefrom.

As provided for by 37 CFR 1.97(g) and (h), no inference should be made that the information and references cited are prior art merely because they are in this statement and no representation is being made that a search has been conducted or that this statement encompasses all the possible relevant information.

Applicant believes that no fee is required for submission of this statement, since it is being submitted prior to the first Office Action. However, if a fee is required, the Commissioner is authorized to deduct such fee from the undersigned's Deposit Account No. 20-1430. Please deduct any additional fees from, or credit any overpayment to, the above-noted Deposit Account.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Brian N. Young', with a long horizontal flourish extending to the right.

Brian N. Young  
Reg. No. 48,602

TOWNSEND and TOWNSEND and CREW LLP  
Two Embarcadero Center, Eighth Floor  
San Francisco, California 94111-3834  
Tel: 415-576-0200  
Fax: 415-576-0300  
BNY:mtd

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|---|------------------------|--------------------------|------------------|
| Substitute for form 1449 PTO<br><b>INFORMATION DISCLOSURE<br/>STATEMENT BY APPLICANT</b><br>(use as many sheets as necessary) |                        | <b>Complete if Known</b> |                  |
|   |                        | Application Number       | 09/921,275       |
|   |                        | Filing Date              | August 1, 2001   |
|   |                        | First Named Inventor     | Cerami, Richard  |
|   |                        | Art Unit                 | 2151             |
|   |                        | Examiner Name            | Not Yet Assigned |
| Sheet 1 of  | Attorney Docket Number | 020366-077710US          |                  |

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|                          |                       | Country Code <sup>3</sup> | Number <sup>4</sup> Kind Code <sup>5</sup> (if known) |                                |  |   |

|                    |                 |
|--------------------|-----------------|
| Examiner Signature | Date Considered |
|--------------------|-----------------|

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. <sup>1</sup> Applicant's unique citation designation number (optional). <sup>2</sup> Kind Codes of U.S. Patent Documents at [www.uspto.gov](http://www.uspto.gov) or MPEP 901.04. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Applicant is to place a check mark here if English language Translation is attached.

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